

|   | Type | L # | Hits | Search Text   | DBs       | Time Stamp       | Comments |
|---|------|-----|------|---|-----------|------------------|----------|
| 1 | BRS  | L1  | 10   | synchronous near call and message near (caller or calling or subscriber or user or party or customer)   | USPA<br>T | 2003/03/21 10:00 |          |
| 2 | BRS  | L3  | 82   | (monitor or monitoring or monitored) near synchronous   | USPA<br>T | 2003/03/21 10:01 |          |
| 3 | BRS  | L7  | 1    | (monitor or monitoring or monitored) near synchronous and message near (subscriber or caller or calling or user or customer or client or party) and synchronous and (menu or option) and message  | USPA<br>T | 2003/03/21 10:26 |          |
| 4 | BRS  | L11 | 1    | (monitor or monitoring or monitored) near synchronous and message near (subscriber or caller or calling or user or customer or client or party) and synchronous and (menu or option) and message and (dropped or dropping or drop) and call | USPA<br>T | 2003/03/21 10:26 |          |